Effective Software Defect Tracking

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The article discusses the quality cost of defective software and exposes a working model for an organization. In order to understand the process, the article explains that software quality costs and how are they divided in. That is:

- Prevention Costs: are those costs that are associated with the activity that are designed specifically to prevent poor-quality software.

- Appraisal Costs: are those costs that are associated with finding defects, such as code inspections and software quality testing.

- Failure Costs: are those costs that result from poor software quality. They can be divided into two main areas: internal and external failure costs. Internal failure costs are those costs that arise before the product is delivered to the customer. External failure costs are those costs that are related after the software has been delivered to the customer like customer service costs or a patch for a released product.

The article, then, explains how to implement an effective software tracking process. It states that an effective tracking process starts with a systematic process. That is, with initially logging the defects, investigating the defects, then providing the structure to resolve them. It goes through the different phases for tracking defects. That is, requirements phase, design and analysis phase, programming phases, and maintenance and enhancement phases.

The article then goes through an explains an effective tracking process. That is:

- Defect Repository: That is a defect-tracking database, or a repository, where to log in the defect.

- Defects described: is the way the defect has to be recorded and what description should be down with it.

- Defected prioritized: which is the prioritization according to its severity.

- Structured Resolution: it must ensure that the defect progresses in an appropriate sequence from discovery through resolution.

- Communication: It must allow communication with the development team and all others concerned.

- Defect Evaluation and Analysis

- Defect Reporting.

All in all having a benchmark to how things are done it’s very useful for a student like me. It gives me a reference.